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VIA OVERNIGHT MAIL

August 22, 2008

Docket Control  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007-2927

Arizona Corporation Commission  
**DOCKETED**

AUG 25 2008

DOCKETED BY	
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RE: Arizona Corporation Commission Staff's Procedural Order  
PNG Telecommunications, Inc. (Docket No. T-03121A-06-0653)

To Whom It May Concern:

Please find enclosed for filing the responses to the procedural order to PNG Telecommunications, Inc. d/b/a PowerNet Global Communications' application for a Certificate of Convenience and Necessity in the State of Arizona.

Questions regarding this filing or any further data requests for this application should be directed to me at the above address and contacts.

Regards,

Robert Johnson  
Regulatory Specialist  
PowerNet Global Communications

Enclosures

DOCKET CONTROL  
AZ CORP COMMISSION

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**RESPONSES FROM  
PNG TELECOMMUNICATIONS, INC.  
d/b/a POWERNET GLOBAL COMMUNICATIONS  
TO ARIZONA CORPORATION COMMISSION STAFF'S  
PROCEDURAL ORDER  
DOCKET NO. T-03121A-06-0653**

1. PNG will use various underlying carriers (Qwest, Verizon, Level 3, and Paetec) to provide the IXC segment. PNG will use the LEC or the local provider to provide the access loops at the "A" and "Z" customer locations. PNG intends to provide this service to multi-location enterprise businesses like service centers, hotel chains, call centers, and healthcare providers. This service will allow them to easily transfer voice, data, and video between locations.
2. PNG will not own any facilities in Arizona
3. To clarify PNG intends to deploy network facilities in part through the leasing of Qwest facilities and in part through the leasing of other underlying carrier's facilities in Arizona. PNG will not own any facilities in Arizona.
4. The subject matter of the complaints is varied, ranging from slamming accusations to billing disputes. There was no one factor behind all of the complaints over the five year period set out by the commission.
5. All complaints have been resolved.
6. Complaints are resolved on a case by case basis. In some cases PNG was at fault and the appropriate actions were taken to correct the mistakes. In other cases the customer simply did not understand a charge or why they were being charged a certain amount, PNG works with these customers to help them understand their bills and can make adjustments where necessary.
7. Again, the subject matter of the complaints is varied, ranging from slamming accusations to billing disputes. There was no one factor behind all of the complaints over the five year period set out by the commission. Over this five year period PNG had approximately 500,000 customers nationwide. All complaints that are received are researched and answered as quickly and efficiently as possible. At no time did a commission disagree with PNG's resolutions and feel the need to take the informal complaint to more official levels.
8. PNG does feel that the response was accurate. These complaints can come from PUCs the BBB or the FCC, and come with no warning. At the time of the filing two years ago there were no open complaints.
9. N/A